

SAC: 361495

State: MN

Valley Telephone Co - MN

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

---

**Minnesota:**

In addition to the items noted above for South Dakota, as required by MN. Rule "7812.0700 Minnesota General Service Quality Requirements. Subpart 1" the local services provided by Valley Telephone Co - MN are provided under internal company operating procedures and publically available tariffs which are in compliance with applicable Minnesota Public Utility Commission orders and rules including:

7810.0100 DEFINITIONS.

7810.0200 SCOPE.

7810.0300 STATUTORY AUTHORITY.

**RECORDS AND REPORTS**

7810.0400 RETENTION OF RECORDS.

7810.0500 DATA TO BE FILED WITH THE COMMISSION.

7810.0600 REPORT TO COMMISSION ON SERVICE DISRUPTION.

7810.0900 LOCATION OF RECORDS.

**CUSTOMER RELATIONS**

7810.1000 INFORMATION AVAILABLE TO CUSTOMER AND PUBLIC.

7810.1100 COMPLAINT PROCEDURES.

7810.1200 RECORD OF COMPLAINT.

**CUSTOMER BILLING; DEPOSIT AND GUARANTEE REQUIREMENTS**

7810.1400 CUSTOMER BILLING.

7810.1500 DEPOSIT AND GUARANTEE REQUIREMENTS.

7810.1600 DEPOSIT.

7810.1700 GUARANTEE OF PAYMENT.

**DISCONNECTION OF SERVICE; SERVICE DELAY**

7810.1800 PERMISSIBLE SERVICE DISCONNECTIONS WITH NOTICE.

7810.1900 PERMISSIBLE SERVICE DISCONNECTIONS WITHOUT NOTICE.

7810.2000 NONPERMISSIBLE REASONS TO DISCONNECT SERVICE.

7810.2100 MANNER OF DISCONNECTION.

7810.2200 RECONNECTION OF SERVICE.

7810.2300 NOTICE REQUIREMENTS.

7810.2400 BILL DISPUTES.

7810.2500 ESCROW PAYMENTS.

7810.2600 WAIVING RIGHT TO DISCONNECT; EMERGENCY STATUS.

7810.2800 DELAY IN INITIAL SERVICE OR UPGRADE.

**DIRECTORIES**

7810.2900 CONTENT OF DIRECTORIES.

7810.3000 DIRECTORY ASSISTANCE.

7810.3100 CHANGES OR ERROR OF LISTED NUMBER.

**ENGINEERING**

7810.3200 CONSTRUCTION OF TELEPHONE PLANT.

7810.3300 MAINTENANCE OF PLANT AND EQUIPMENT.

7810.3900 EMERGENCY OPERATIONS.

**REDACTED – FOR PUBLIC INSPECTION**

Page 4 of 4

SAC: 361495

State: MN

Valley Telephone Co - MN

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

---

**Minnesota:** (cont'd)

**INSPECTIONS, TESTS, SERVICE REQUIREMENTS**

7810.4100 ACCESS TO TEST FACILITIES.

7810.4300 ACCURACY REQUIREMENTS.

7810.4900 ADEQUACY OF SERVICE.

7810.5000 UTILITY OBLIGATIONS.

7810.5100 TELEPHONE OPERATORS.

7810.5200 ANSWERING TIME.

7810.5300 DIAL SERVICE REQUIREMENTS.

7810.5400 INTEROFFICE TRUNKS.

7810.5500 TRANSMISSION REQUIREMENTS.

7810.5800 INTERRUPTIONS OF SERVICE.

7810.5900 CUSTOMER TROUBLE REPORTS.

7810.6000 PROTECTIVE MEASURES.

7810.6100 SAFETY PROGRAM.

## REDACTED – FOR PUBLIC INSPECTION

Page 1 of 1

SAC: 361495

State: MN

Valley Tel Co - MN

Form 481 Line No. 610 Description of Functionality in Emergency Situations

---

Valley Tel Co - MN has:

- Established reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, or from fire, storm, or acts of God including provisions for emergency power that provide:
  - A minimum of 8 hours, plus or minus 15 percent, of battery reserve rated for peak traffic load requirements
  - A permanently installed power unit in exchanges, or
  - Mobile power units that can be delivered on short notice and which can be readily connected in offices without installed emergency power facilities.
  
- Informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power, in the event of emergency in order to prevent or mitigate interruption or impairment of telecommunications service.

**REDACTED – FOR PUBLIC INSPECTION**

SAC: 361495

State: MN

Valley Telephone Company

Form 481, Line No. 920, Tribal Government Engagement Obligation

---

Tribal land within the Reservation and in Valley Telephone's SD exchange is limited to sporadic small rural housing intermixed with non-tribal land housing. Due to this structure, tribal customers are serviced exactly like non-tribal consumers utilizing the same infrastructure

Valley Telephone Company did engage the tribal leadership in 2012 and also attempted to follow up in 2013 as disclosed on the attached letter.



PARK REGION  
Mutual Telephone Co.



Park Region Telephone  
PO Box 277  
100 Main St.  
Underwood, MN 56586  
218-826-6161

Otter Tail Telcom  
230 W Lincoln  
Fergus Falls, MN 56537  
218-998-2000

Valley Telephone  
PO Box 277  
Underwood, MN 56586  
800-247-2706

## REDACTED – FOR PUBLIC INSPECTION

October 8, 2013

Robert Shepherd, Tribal Chairman  
Sisseton Wahpeton Oyate  
PO Box 509  
100 Veterans Memorial Drive  
Agency Village, SD 57262-0509

Brenda J. Bellonger, Attorney/Tax Director  
Sisseton-Wahpeton Oyate  
PO Box 776  
Agency Village, SD 57262-0776

Dear Tribal Leaders,

We would like to request the opportunity to meet with you to discuss Valley Telephone's future plans for services and infrastructure that are currently in our planning cycle.

As we begin our budgeting process for 2014, we would love the opportunity to share our plans for continuing to provide advanced services and pursuing our goal of investing in the critical communications infrastructure used to service residents in the area.

If possible, we would like to get some possible meeting dates from you. If this is of interest, please contact me utilizing the following information:

Phone: 218-826-8311 or email [dave.bickett@parkregion.com](mailto:dave.bickett@parkregion.com) (preferred)

Email is preferred simply because I can usually respond in a more timely manner.

Thank you for your consideration. I look forward to hearing from you and hope you have had a wonderful summer.

Sincerely,

Dave Bickett, GM/CEO  
Valley Telephone Company

▼  
The Local Choice.  
The Better Choice.  
[www.parkregion.com](http://www.parkregion.com)



**REDACTED – FOR PUBLIC INSPECTION**

SAC: 361495

State: MN

Valley Tel-Co - MN

Form 481 Line No. 1010 Descriptive document for Voice Services Rate Comparability

---

Line 1010 – Description of Voice Services Rate Comparability: Provide a detailed description of how your pricing of fixed voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10).

On March 20, 2014 the Wireline Competition Bureau announced results of the Urban Rate Survey for Voice Services; as part the FCC Public Notice DA 14-384. Referenced in this public notice are the results required to meet the rate comparability as noted:

“Based on the survey responses, the Bureau also calculated the reasonable comparability benchmark for voice services to be \$46.96. 9

9. Id. at 17694, para. 84.”

As required Valley Tel-Co – MN hereby certifies that its current fixed voice services for residential subscribers as defined in the USF/ICC Transformation Order is below \$46.96.

SAC: 361495  
 State: MN  
 Valley Telephone Co - MN  
 Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

**Lifeline Terms and Conditions**

1. Valley Telephone Co - MN (Company) offers lifeline program-supported service to qualified low-income residential consumers for one telephone line per eligible household. The lifeline program provides discounts to eligible low-income consumers to help them establish and maintain telephone service. Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll Blocking is available to eligible consumers at no cost. Also, by choosing the option, consumers are usually not charged a deposit.

**Lifeline Program Eligibility Information**

**Program Based Eligibility**

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

Low Income Home Energy Assistance Program (LIHEAP)  
 Federal Public Housing Assistance (Section 8)  
 Supplemental Nutrition Assistance Program (SNAP)  
 Medicaid  
 National School Lunch Program (NSLP) and receives lunch through the program  
 Supplemental Security Income (SSI)  
 Temporary Assistance for Needy Families (TANF)

Lifeline applicant must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying program; notice letter of participation in a qualifying program; program participation documents; or another official document evidencing the consumer's participation in a qualifying program.

**Income Based Eligibility**

In addition, consumers are eligible for Lifeline if their household income is at or below 135% of the federal poverty guidelines.

2014 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.
1	\$ 15,755
2	21,236
3	26,717
4	32,198
5	37,679
6	43,160
7	48,641
8	54,122
For Each Additional Person, Add	5,481

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

SAC: 361495  
 State: MN  
 Valley Telephone Co - MN  
 Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

**Lifeline Terms and Conditions (Continued)**

**Lifeline Program Eligibility Information (Continued)**

**Recertification of Lifeline Eligibility**

Lifeline recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for the Lifeline program will result in termination of the Lifeline recipient's monthly Lifeline discount and de-enrollment from the Lifeline Program.

**Additional Lifeline Program Information**

The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline Program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

2. The Company's flat rate plans include unlimited local exchange calling including usage to designated nearby local exchange areas. The flat rate plans do not include any toll usage. The rates for any toll usage are determined by the rate plans of the Toll Provider(s) that are selected by lifeline end users.
  
3. The Company has met and will meet the requirements of eligible telecommunications carrier advertising. This includes:
  - a. A full description of available services in the Company's Official telephone directory, including the process to be used by customers to qualify for lifeline and link-up service.
  - b. Advertising of the available universal service in media of general circulation in the Company's designated service area. Availability may be advertised in newspapers, company newsletters, company or civic internet sites, bill stuffer, direct mailings, or other means intended to convey availability throughout the designated service area.
  
4. The specific Company terms and conditions for the Company's Lifeline Plans are set forth in pages included in Exhibit 1, attached.



SAC: 361495  
 State: MN  
 Valley Telephone Co - MN  
 Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

**Minnesota:**

**Rates:**

The Company's Local service rates that serve as its Lifeline Plans are filed in Compliance with the regulatory requirements of Minn. Rules Ch. 7810 and Minn. Rules pt. 7812.0600.

**Lifeline Terms and Conditions:**

The Company will adhere to Lifeline Terms and Conditions above as well as Minnesota Administrative Rule "7817.0400 - Eligibility for Telephone Assistance Credits" which states:

**Minnesota Administrative Rule 237 Chapter 7817.0400**

**Subpart 1. Information provided.** Each local service provider shall annually mail a notice of the availability of the telephone assistance plan to each residential subscriber in a regular billing. If a subscriber has chosen to receive the regular billing other than through U.S. mail, the local service provider shall send the notice in a regular billing using the delivery method chosen by the subscriber for delivery of the regular billing. The notice must state the following: YOU MAY BE ELIGIBLE FOR ASSISTANCE IN PAYING YOUR TELEPHONE BILL IF YOU RECEIVE BENEFITS FROM CERTAIN LOW-INCOME ASSISTANCE PROGRAMS OR MEET CERTAIN INCOME LIMITS. FOR MORE INFORMATION OR AN APPLICATION FORM PLEASE CONTACT

(local service provider). On request, the local service provider shall mail to a person an application form developed by the commission and the Department of Commerce, and a brochure that describes the telephone assistance plan's eligibility requirements and application process.

**Subpart 2. Application process.** On completing and signing the application certifying under penalty of perjury that the information provided by the applicant is true and that the statutory criteria for eligibility are satisfied, the applicant must return it to the local service provider for enrollment in the telephone assistance plan. An application may be made by the subscriber, the subscriber's spouse, or a person authorized by the subscriber to act on the subscriber's behalf.

**Subpart 4. Eligibility criteria.** To be eligible for a telephone assistance credit the applicant must:

- A. be a subscriber who resides in Minnesota or has moved to Minnesota and intends to remain; and
- B. be eligible for the federal Lifeline telephone service discount.

**Subpart 7. Applicant and recipient responsibilities.** Each applicant and each recipient shall provide current information to the local service provider about permanent changes that affect the applicant's or recipient's eligibility.

**Subpart 8. Local service provider responsibilities.**

- A. A local service provider shall begin providing telephone assistance credits to an applicant in the earliest possible billing cycle but not later than the second billing cycle following submission of a completed application demonstrating eligibility. If certified, the local service provider shall notify the applicant by, for example, placing telephone assistance credits on the bill.
- B. If an applicant is denied eligibility, the local service provider shall notify the applicant in writing of the reasons for the denial, of the right to appeal, and of the right to reapply.

**REDACTED – FOR PUBLIC INSPECTION**

Exhibit 1

SAC: 361495

State: MN

Valley Telephone Co - MN

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

**REDACTED – FOR PUBLIC INSPECTION**

VALLEY TELEPHONE COMPANY  
BROWNS VALLEY, MINNESOTA

**LOCAL EXCHANGE SERVICE**

Section 4  
Page 1  
Revision 1

The rates for Local Exchange Service are subject to the conditions set forth herein and the General Regulations governing provision of service. The General Regulations are set forth in Section 2 of this tariff book.

**Local Exchange Service**

- a. The Local Exchange Service Rates in this section are for service only and do not include any terminal equipment beyond the point of demarcation.
- b. The rates applicable to Local Exchange Service are composed of a Line Access Rate component plus (where applicable) an Extended Area Service component.
- c. Service Upgrades
  1. At the option of the Company, services will be upgraded to business individual line and residence individual line or two party services as facilities for the provision of such services permit.
  2. Upgrading of business and residence services may be accomplished on a line-by-line basis at the option of the Company.
  3. As an exchange is upgrade, as set forth in 1) above, the rates shown on the appropriate rate schedule will be applied.
- d. Extended Area Service
  1. Establishment and discontinuance of EAS will be contingent upon Commission authorization.
  2. Extended Area Service rate component.
    - A. EAS is a premium-type service offering made by the Company to certain exchanges, under specific conditions.
    - B. The Extended Area Service rate component, where applicable, is included in the Local Exchange Service Rate.
- e. Taxes
  1. Applicable taxes levied by state, county and local taxing authorities are in addition to the rates set forth in this tariff. (See also General Regulations, Section 2.)

REDACTED – FOR PUBLIC INSPECTION

VALLEY TELEPHONE COMPANY  
BROWNS VALLEY, MINNESOTA

Section 4  
Page 2  
Revision 3

LOCAL EXCHANGE SERVICE

---

Rates

<u>Class of Service</u>	<u>Monthly Rates</u>
BUSINESS:	
One Party – Access	\$ 19.23
PBX Trunk – Access	21.25
Key System Line – Access	21.25
RESIDENCE:	
One Party – Access	14.00 (I)

All rates are billed in advance. Payment for service is due when the statement is rendered.

A gross receipts additive will be billed to the subscribers equal to 4% of the federally imposed subscriber line charge. This additive will be shown on the subscriber's bill as a separate line.

Seasonal service is available for customers requiring less than 12 months of service per year. The rate for seasonal service is determined in accordance with section 5, page 26 of this tariff book.

Vacation rate service is available for customers requiring less than 12 months of service per year. The rate for vacation service is determined in accordance with section 5, page 28 of this tariff book.



**REDACTED – FOR PUBLIC INSPECTION**  
VALLEY TELEPHONE COMPANY  
BROWNS VALLEY, MINNESOTA  
LOCAL EXCHANGE SERVICE

---

Section 4  
Page 3

Extended Area Service (EAS)

Exchange

EAS to Exchange

None

**REDACTED – FOR PUBLIC INSPECTION**

SAC: 361495

State: MN

Valley Tel Co - MN

Form 481 Line No. 3026

---

**ATTACHMENT REDACTED IN ENTIRETY**